



PUBLIC SAFETY TECHNOLOGY ENHANCEMENTS

Request: Seek grant funding to support technology enhancements that will improve public safety service to the community. Additionally, request legislative language to expand eligible activities under current grant programs to include funding for public safety technologies.

Voice Data Logging System

Community Value:

The city of Phoenix is seeking \$1.9 million in grants to replace the Phoenix Police Department's current Voice Data Logging System. A Voice Data Logging System is a mission-critical piece of equipment used in law enforcement communication centers, also known as Public Safety Answering Points (PSAPs), that have the responsibility of receiving 9-1-1 calls and directly dispatching emergency services. This complex equipment records the audio of calls received at the PSAP (e.g., 9-1-1/Crime Stop calls/administrative calls) as well as the audio of radio-dispatched traffic.

Retention and retrieval of audio recordings stored in the Voice Data Logging System is critical to law enforcement operations. Stored audio of 9-1-1/Crime Stop calls and radio dispatch traffic is routinely disseminated to prosecutorial agencies for evidentiary reasons in prosecution of criminal cases. On average, the Phoenix Police Department's Communications Center staff retrieves approximately 1,200 calls per month, the majority of which are used for this purpose. Without this vital data, the successful prosecution of some cases would be difficult or impossible.

Recordings captured on this system also are used to further criminal investigations. There have been instances involving serious violent crimes, such as homicides, where detectives discovered evidence on audio recordings that had not been revealed through other investigative means.

Aside from the evidentiary and operational value associated with this data, Arizona law requires each PSAP to maintain a system for recording calls received. The logging system serves this purpose and also ensures the storage of call records are maintained in compliance with established records retention requirements.

Background:

The Phoenix Police Department's Communications Center is the primary PSAP for the city of Phoenix, which serves a population of nearly 1.5 million. On average, the center receives more than two million calls for service each year. Of those, more than

600,000 calls are dispatched to the department's first responders.

The department's current Voice Data Logging System was funded and installed in 2005. At the time, it was one of the most technologically advanced logging systems available. However, advancements in telephone and radio technology experienced in recent years have surpassed the capabilities of this system. Further, the equipment has reached its end of life and will lose vendor support at the end of 2013. With this legacy equipment, should a catastrophic system failure occur, call records could be lost and functionality may be impossible to restore. An additional limitation of the existing equipment is a lack of redundancy that is now common with all critical infrastructure and key resource sites.



Funding for this project will enable the Phoenix Police Department's Communications Center to acquire the latest Voice Data Logging technology. An upgraded system will include full vendor support as well as the redundancy needed to ensure the legal requirements associated with this data are fulfilled and the availability of this critical information is assured for evidentiary and operational purposes.

Criminal Justice Partners Messaging Infrastructure

Community Value:

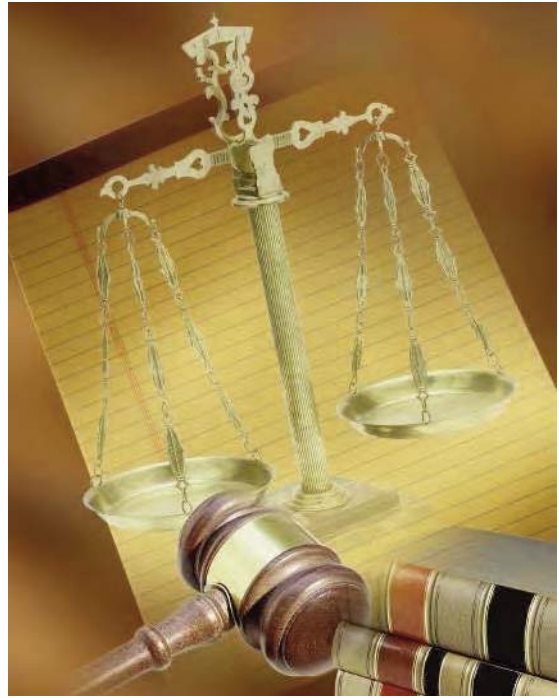
The city of Phoenix is seeking \$160,000 in grants for the Messaging Infrastructure project. This project will enable the city of Phoenix's criminal justice partners to securely and reliably transmit criminal data and documents on civil and criminal cases. This will reduce manual processes for the Phoenix justice system, improve service levels and enhance public safety.

Background:

This project will establish an advanced messaging infrastructure for the city's justice partners, comprised of the Municipal Court, Police Department, Prosecutor's Office and Public Defender's Office, to securely and reliably communicate criminal justice information. This technology is essential for the city's existing and future justice system data-sharing requirements.

Increased criminal justice exchanges through a messaging infrastructure will eliminate many current manual processes performed by staff in each department and enable them to more efficiently manage civil cases and criminal cases within one of the largest consolidated municipal courts in the country.

For example, when a suspect is processed at the Police Department's central booking facility, the person- and case-related data and documents will be transferred securely and in real time to the Municipal Court and Prosecutor's Office to immediately begin reviewing in preparation for the defendant's initial appearance at jail court.



This technology project will significantly improve the city's justice information integration as recommended by the recent Phoenix Justice System Innovations and Efficiency Study prepared by the National Center for State Courts.

The city of Phoenix is seeking opportunities to apply for grants for a Voice Data Logging System and the Messaging Infrastructure project, which will improve public safety service to the community.

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For more information, visit phoenix.gov/congress